



DEPARTMENT OF THE ARMY
417th BASE SUPPORT BATTALION (KITZINGEN)
UNIT 26137
APO AE 09031

AETV-WG-WMH

16 November 2004

MEMORANDUM FOR Tenant Units and Soldiers assigned within the 417th BSB Area of Responsibility (AOR)

SUBJECT: Housing Standard Operations Procedures for Redeploying Soldiers

1. References.

- a. AR 210-50, Housing Management, 26 February 1999.
- b. USAREUR Supplement 1 to AR 210-50, Housing Management, 16 May 2002.
- c. UR 37-4, Temporary Lodging Allowance, 2 July 1998.

2. Purpose. To establish policies and procedures that ensure reintegrating soldiers and their families are adequately housed consistent with tenant unit mission requirements.

3. General.

- a. The Housing Division executes the following services during reintegration at the field site.

- (1) Determination of status for housing entitlements.
- (2) Temporary Lodging Allowance (TLA) determination.
- (3) Collection of housing status verification documents.
- (4) Enter updated soldier data into HOMES (Housing Management Database).
- (5) Update waiting list.
- (6) Make guesthouse reservation.
- (7) Obtain Statement of Non-availability (SNA) number from guesthouse.
- (8) Make reservation with local hotel.
- (9) Resolve lost key issues.
- (10) Schedule appointments in accordance with individual requirements.

b. The main housing office, building 12, Larson Barracks is open for housing services Monday through Friday, 0800 – 1600 hrs. Non routine situations identified at the field site are processed at the main office with on demand appointments.

c. Rear Detachment Commander (RDC). Facilitate housing reintegration by accomplishing following actions.

(1) Identify living space for all reintegrating unit members and provide initial and recurring updates to 417th BSB Housing office.

(2) Assist with dissemination and collection of attachment 1, Reintegrating Soldier Housing Information.

(3) Review and assist with dissemination of attachment 2, Situations that Affect Housing Status.

4. Procedures.

a. Single/Unaccompanied Soldiers.

(1) Single soldiers (SSG and below) return to the barracks. Barracks are issued at unit level. If barracks are not available, soldier must report to housing field site with a written request to move off post that includes Commander's endorsement and barracks utilization report.

(2) Single/Unaccompanied soldiers (officers and NCOs in the rank of SSG (P) and above) are assigned Bachelor Officer Quarters or Senior Enlisted Bachelor Quarters (BOQ/SEBQ) in the following priority.

(a) Soldiers that PCS within six months of redeployment.

(b) Soldiers that will bring their families to the 417th BSB community AOR.

(c) Reservists and National Guard.

(d) Unaccompanied personnel who do not intend to bring their families to the AOR.

(3) Those that terminated their assignment prior to deployment must coordinate with their RDC to arrange for a room with the Unaccompanied Personnel Housing (UPH) Manager. Eligibility date for placement on the waiting list is the date of departure from last duty station in CONUS. If quarters are not available, a SNA is issued authorizing soldier to seek Private Rental Housing (PRH).

b. Soldiers in PRH that received a reduction in the advance payment to the utility company: Contact the utility company to establish the original advance payment to avoid a significant amount of money owed on the final bill. The housing field site schedules appointments for individuals requiring PRH assistance.

c. Soldiers and their families.

(1) Sponsors currently on waiting list for Army Family Housing (AFH), that elected not to get quarters during deployment must inform the housing field site in order to activate waiting list status.

(2) Soldiers that deployed upon arrival, and are not on any housing waiting list, may apply for quarters upon their return. If the application is made within 30 days after return, their eligibility date is the date they departed their last duty station in CONUS. If they fail to apply within 30 days after redeployment, they are placed on the waiting list as of the date of application. Soldiers may apply at the housing field site.

(3) Soldiers whose family members terminated their assigned quarters and returned to CONUS prior to or during deployment at Government expense are not eligible for occupancy of quarters upon redeployment.

(4) Soldiers whose family members terminated their quarters and returned to CONUS at their own expense during deployment may reapply for quarters upon their return from deployment provided the sponsor has six months remaining in this command. Eligibility is the date of application.

(5) Dual military couples who terminated their quarters prior to deployment may reapply for quarters after deployment provided they have six months remaining before DEROS. Eligibility date is the date of application.

5. Temporary Lodging Allowance.

a. Interim TLA is authorized for soldiers and their family members in the following circumstances if quarters are not available when the soldier returns.

(1) Soldiers maintained their position on a housing waiting list for family quarters and requested to be bypassed during deployment.

(2) Soldiers that deployed upon arrival in the 417th BSB AOR and are not on a waiting list for AFH.

b. Interim TLA is authorized after command sponsorship is approved and reestablished in the following circumstances. All expenses incurred while waiting for command sponsorship approval and reestablishment is the responsibility of the sponsor.

(1) Family members that terminated their assignment to quarters and returned to CONUS before or during the deployment at Government expense.

(2) Dual military couples whose children returned to CONUS at government expense during deployment.

c. Interim TLA is not authorized in following situations.

(1) Soldiers whose family members terminated their assignment to quarters and returned to CONUS at personal expense during deployment.

(2) Army married couples who terminated their assignment to quarters before deployment.

(3) Family members arriving prior to the sponsor signing for quarters.

d. If Government Controlled Quarters (GCQ) are not available upon an unaccompanied soldier redeployment, interim TLA is authorized for the soldier to seek PRH.

AETV-WG-WMH

SUBJECT: Housing Standard Operations Procedure for Redeploying Soldiers

6. Housing Office Point of Contacts.

- a. Chief, Housing Division. DSN 355-2239, commercial 09321-702-2239
- b. Customer Service Branch, Reception. DSN 355-2827, commercial 09321-702-2827
417BSB.HSG.CUSTOMER.SVC@cmtymail.98asg.army.mil
- c. Housing Manager. DSN 355-2476, commercial 09321-702-2476
- d. UPH Manager. DSN 355-2455, commercial 09321-702-2455

7. Point of contact is Sylvia Renger, DSN 355-3399, commercial 09321-702-3399.

GRADY E. BYRD
Chief, Housing Division

Attachments:

- 1 –Reintegrating Soldier Housing Information
- 2 – Situations that Affect Housing Status
- 3 – Reintegration Procedures for Housing
- 4 – Support Reception Housing/Billeting Shortfall

ATTACHMENT 1 - Reintegrating Soldier Housing Information				
SSN				
Last Name				
First Name				
Rank				
Date of Rank				
Unit				
DEROS (known or anticipated)				
Marital status				
New arrival to 417th BSB AOR		Yes	No	
Accompanied	<u>Name</u>	<u>Sex</u>	<u>DOB</u>	<u>Relationship</u>
Dependents:				
EFMP requirements				
Acquired dependents (example: SM married) - command sponsored				
Change of family size				
Housing status:				
Does soldier need Family Housing		Yes	No	
Does soldier need Private Rental quarters		Yes	No	
Does soldier need Bachelor Officer Quarters		Yes	No	
Does soldier need Senior Enlisted Bachelor Quarters		Yes	No	
Does soldier need a barracks room		Yes	No	
Does soldier need to be added to the waiting list		Yes	No	
Does soldier have quarters in another community		Yes	No	
Location of family				
Current quarters address (if applicable)				
Lost keys		Yes	No	
Pets: Number Type:		Yes	No	
SM in private rental: aware of any outstanding bills (electricity, heat)		Yes	No	
Do you have a Power of Attorney?		Yes	No	
Provide Rank, Name, Telephone number				
Add any issues, concerns, problems that may require additional assistance.				

Attachment 2 – Situations that Affect Housing Status

Situation: SM married a local national (that includes all non-U.S. citizens) during deployment (R&R).

Procedures:

Soldier must bring copy of all orders and marriage certificate to in-process housing. Without proof of command sponsorship soldier is eligible to reside in private rental at single rate housing entitlements.

OR

Soldier brings proof of command sponsorship. Soldier is eligible for government quarters and can be placed on the waiting list if time in service requirements is met.

In both cases soldier must receive housing brief at the main office. Appointments are scheduled at the Housing Field Desk.

Situation:

Soldier got married to U.S. citizen during deployment (R&R).

Procedures:

Soldier brings all orders, proof of command sponsorship, and EFMP screening, or completes Family Travel Request (4001) at Personnel Office. Soldier is eligible for government quarters and is placed on the waiting list if time in service is met, or seek private rental if quarters cannot be projected. Travel orders for dependents are issued after soldier is housed. Soldier must receive housing brief at main office, appointment is scheduled with the main office.

Situation:

Soldier lost keys during deployment; spouse is still in CONUS, or a single soldier, living in government controlled quarters.

Procedures:

Military Police receives the key from Fire Department and opens the door, SM must sign charges agreement and FE is instructed to change the lock.

Situation:

Soldier lost keys during deployment; spouse is still in CONUS, or a single soldier, living in private rental.

Procedures:

Call landlord for spare key, if not available local locksmith is notified. Soldier must pay cash to the locksmith.

OR

If landlord does not live within commuting distance locksmith is called immediately.

Situation:

SM wants to move from current quarters to larger quarters due to increase of family size.

Procedures:

Soldier must provide proof of additional dependents and appointment for main office is scheduled.

Situation:

Soldier wants to terminate quarters or is no longer eligible due to family no longer residing with sponsor.

Procedures:

Soldier must provide AROD/EROD orders for shipment of HHG, depending on rank soldier moves to the barracks/BOQ or SEQ if space is available. If not request to move with Commander's endorsement has to be submitted to move to private rental. Schedule appointment with main office.

Situation:

Soldier will PCS/ETS after reintegration.

Procedures:

Main office is contacted to set up an appointment for soldier to be seen by customer service clerk. Soldier is instructed to bring orders at that time.

OR

SM has orders, resides in government controlled quarters, pre-out is scheduled and SM briefed on outgoing TLA and furniture. Once SM has HHG pick up date, final-out date from community, and flight date, he must schedule his final out inspection with the main office.

OR

Soldier has orders, resides in private rental quarters. Appointment with the main office is scheduled.

Situation:

Soldier is new arrival to this community (fully in-processed) married, Junior Enlisted

Procedures:

Check on current housing status. Soldier must live in barracks and is notified once quarters become available.

Situation:

Soldier is new arrival to this community (not in-processed), married, Junior Enlisted

Procedures:

Soldier is instructed to in-process this community first. Soldier must live in barracks, is placed on the waiting list and notified once quarters become available.

Situation:

Soldier is new arrival to this community, single, Junior Enlisted.

Procedure:

Does not in-process with housing.

Situation:

Soldier is new arrival to this community (fully in-processed), married, Senior Enlisted/Officer

Procedures:

Check on current housing status. Soldier is authorized TLA unless BOQ/SEQ room is available.

Situation:

Soldier is new arrival to this community (not in-processed), married, Senior Enlisted/Officer

Procedures:

Soldier must in-process the community. Soldier is authorized TLA unless BOQ/SEQ room is available

Situation:

Soldier is new arrival to this community (fully in-processed), single, Senior Enlisted/Officer

Procedures:

Check housing status. Soldier is authorized TLA unless BOQ/SEQ room is available.

Situation:

Soldier is new arrival to this community (not in-processed), single, Senior Enlisted/Officer

Procedures:

Soldier is instructed to in-process this community first. Soldier must have all orders and Family Travel Request (4001) or proof of command sponsorship. Soldier is authorized TLA unless BOQ/SEQ room is available.

Situation:

Soldier is a new arrival to this community (not in-processed), married, any rank, family arrives at own expense (loss of command sponsorship).

Procedures:

Unit must arrange residence for family, soldier moves in barracks, BOQ, SEQ, or on TLA.
Soldier must in-process community. Soldier must request command sponsorship to be eligible for housing entitlements.

Situation:

Soldier is a new arrival to this community (fully in-processed), married, any rank, family arrives at own expense (loss of command sponsorship).

Procedures:

Unit must arrange residence for family, Soldier moves in barracks, BOQ, SEQ, or on TLA.
Soldier must request command sponsorship to be eligible for housing entitlements. Soldier must bear cost incurred while waiting for approval of command sponsorship. In this case Housing deletes applicant from HOMES. Soldier must re-apply

Situation:

Soldier signed for government controlled or private rental quarters prior to deployment, family member(s) never arrived.

Procedure:

New Family Travel Request (4001) must be submitted from Soldiers Actions Office at PSB.

Attachment 3 - Reintegration Procedure for Housing

Soldiers returning to Barracks:	Soldiers requiring BOQ/SEBQ:	Soldiers, who did not in-process housing prior to deployment:	Soldiers with acquired dependent:
<p>If barracks space is not available soldier submits a request to move off post to Housing with Commander's endorsement and Barracks Utilization Report</p> <p>AE Form 600-8-109A, USAREUR Individual Reintegration Check list is initialed and dated on page 2, AE 2.5.11</p>	<p>HOMES data is updated</p> <p>is offered quarters if available</p> <p>if quarters are not available SNA is issued to seek private rental</p> <p>and appointment is scheduled to see Customer Service Clerk at the main office for assistance</p> <p>Receives TLA, Guest housing/hotel is called for room reservation</p> <p>AE Form 600-8-109A, USAREUR Individual Reintegration Check list is initialed and dated on page 2, AE 2.5.11</p>	<p>Must provide copy of all orders, EFMP requirement</p> <p>Soldier must receive in-processing brief</p> <p>and appointment is scheduled to see Customer Service Clerk at the main office for assistance</p> <p>Receives TLA, if authorized</p> <p>Guest housing/hotel is called for room reservation</p> <p>AE Form 600-8-109A, USAREUR Individual Reintegration Check list is initialed and dated on page 2, AE 2.5.11</p>	<p>Must provide copy of all orders, marriage certificate and proof of command sponsorship, or 4001 EFMP requirement,</p> <p>Soldier must receive in-processing brief and appointment is scheduled to see Customer Service Clerk at the main office for assistance</p> <p>Receives TLA, if authorized</p> <p>Guest housing/hotel is called for room reservation</p> <p>AE Form 600-8-109A, USAREUR Individual Reintegration Check list is initialed and dated on page 2, AE 2.5.11</p>

continued - Reintegration Procedure for Housing

Soldiers without quarters, who inprocessed housing prior to deployment:	Soldiers, who have government controlled quarters:	Soldiers, who have private rental quarters:	
<p>HOMES data is updated</p> <p>Waiting list status is activated</p> <p>Soldier is offered quarters if available</p> <p>if quarters are not available SNA is issued to seek private rental</p> <p>and appointment is scheduled to see Customer Service Clerk at the main office for assistance</p> <p>Guest housing/hotel is called for room reservation, if authorized</p> <p>AE Form 600-8-109A, USAREUR Individual Reintegration Check list is initialed and dated on page 2, AE 2.5.11</p>	<p>HOMES data is updated</p> <p>AE Form 600-8-109A, USAREUR Individual Reintegration Check list is initialed and dated on page 2, AE 2.5.11</p>	<p>HOMES data is updated</p> <p>Waiting list is updated</p> <p>AE Form 600-8-109A, USAREUR Individual Reintegration Check list is initialed and dated on page 2, AE 2.5.11</p>	

AETV-WG-WMH

SUBJECT: Housing Standard Operations Procedures for Redeploying Soldiers

Attachment 4 – Support Reception Housing/Billeting Shortfall

1. In the event that a redeploying soldier does not have identified housing at the unit reception, housing will provide emergency sleeping quarters.

a. Quarters are identified.

(1) Quarters are for emergency use only.

(2) A set of quarters is assigned to multiple soldiers.

(3) The unit must supply linen.

b. A Housing Representative is on one hour recall.

c. Unit must provide transportation to the quarters.

d. Soldier is briefed on the requirement to in process housing the next working day for permanent assignment.

(1) Must complete necessary in-processing.

(2) Must sign all required documents.

(3) Must supply a copy of orders and supporting documents as required..

2. For above described situation contact the housing representative at cell: 0160-9390-9578.